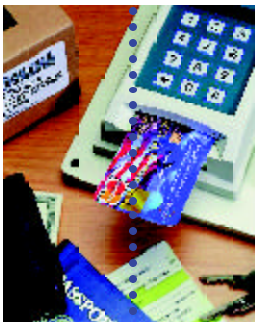


GSA SmartPay

EXECUTIVE SUMMARY

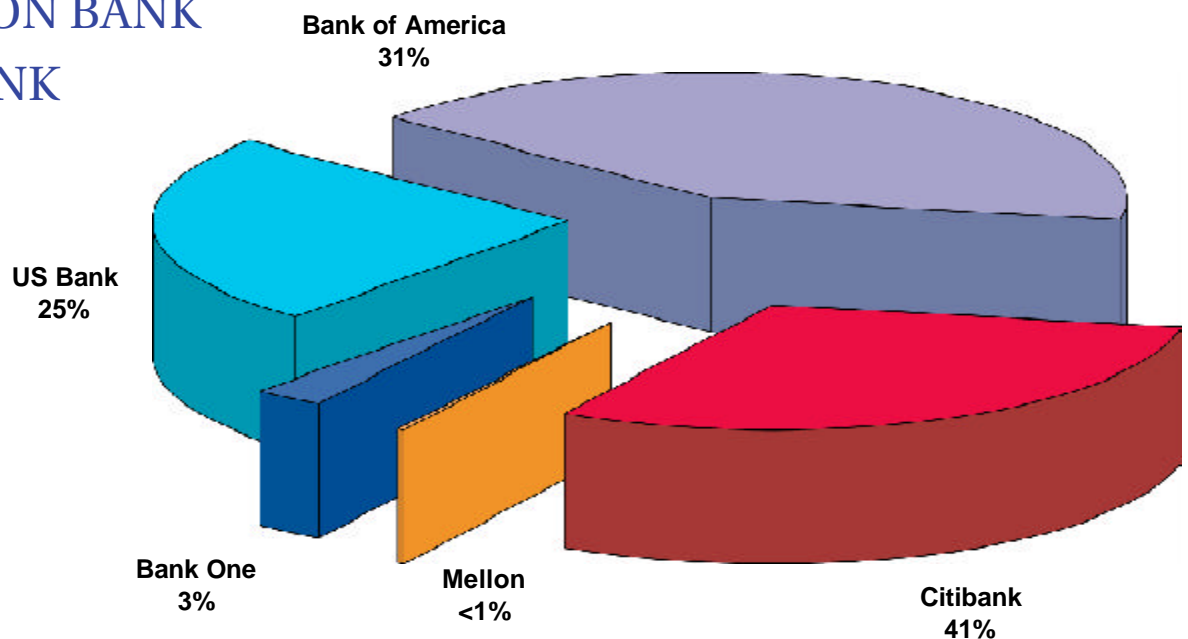


The past year was a time of transition for GSA's card program. On November 30, 1999, five contractors commenced servicing over 200 GSA SmartPay customers including Federal agencies, tribal organizations and other authorized entities. Contractors include:

- BANK OF AMERICA
- BANK ONE
- CITIBANK
- MELLON BANK
- US BANK

GSA SMARTPAY FY 99

(December 1998 - September 1999)



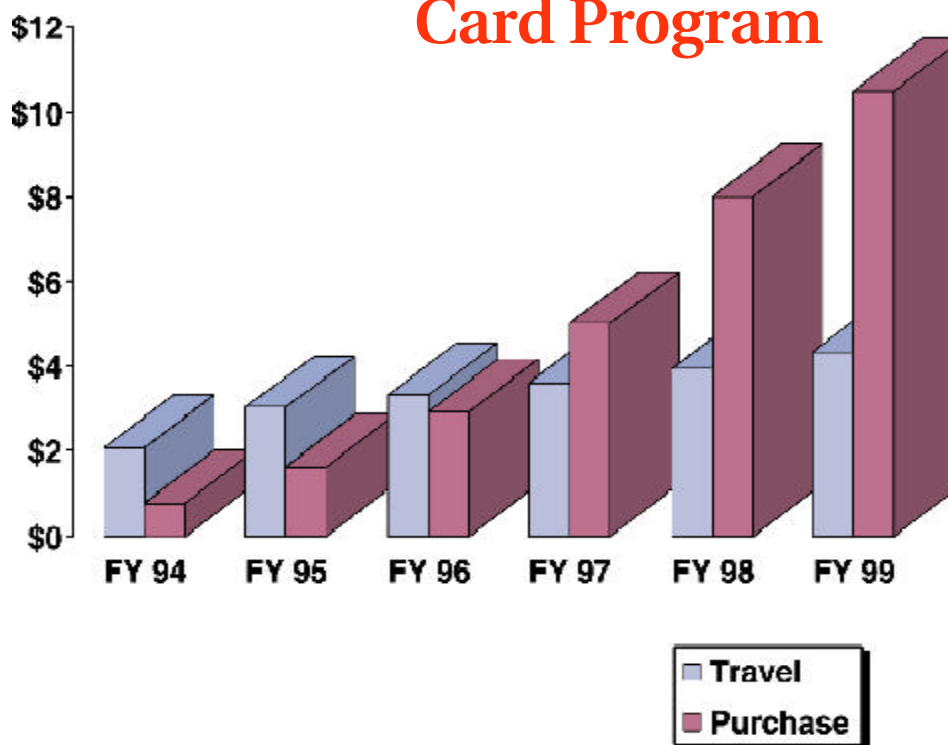
Transition included the issuance of over 2 million cards, establishment of electronic invoicing and payment between contractors and Government finance offices, completion of interfaces with travel agents for transmission of reconciliation files, and training of customers.



Even during this time of transition, the program experienced continued growth. The total sales for fleet, travel and purchase exceeded \$14.8 billion in FY99. In fact, purchase card volume increased 24% from the previous year. With an average transaction amount of \$493.81, the purchase card

continues to play an important role in the implementation of the Government's electronic commerce strategy. Travel expenditures with the card showed a 14% growth from the previous year. Cardholders obtained over \$120 million through ATM networks worldwide.

Growth of Card Program



TOTAL REFUNDS PAID TO PARTICIPANTS IN FY99 EXCEEDED REFUNDS RECEIVED IN FY98 BY 70%.

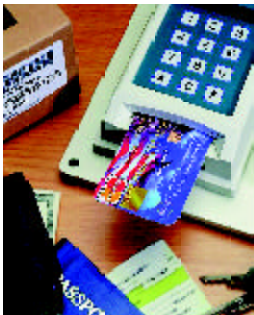
Participants in the GSA SmartPay program are eligible for refunds tied to sales volume and payment performance. In FY99, contractor payments to agencies for refunds totaled \$55,010,812.

FY98 Agency Refunds		FY99 Agency Refunds	
American Express (Travel)	\$21,371,231	American Express and US Bank (Oct - Nov)	\$4,461,434
US Bank (Purchase)	\$10,942,092	GSA SmartPay (Dec – Sept)	\$50,549,378
TOTAL	\$32,313,323	TOTAL	\$55,010,812

FOR EACH PURCHASE
CARD TRANSACTION,
ADMINISTRATIVE
SAVINGS OF
\$53.77 ARE
ACCRUED.

In addition to refunds, program participants realize administrative savings by using the card. With more than 21 million purchase card transactions in FY99, the Federal Government can claim a savings of \$1.1 billion. Use of travel and fleet cards resulted in administrative savings due to consolidated invoicing, a reduction in imprest funds, and the availability of financial information electronically.

Under the terms of the new contract, program managers will have the capability to set up new accounts, maintain accounts, review transaction information, and generate reports using contractor provided web-based systems. Although serious startup problems were experienced, customers are beginning to take advantage of available features in the web-based systems. Testing of systems during the summer of 1999 provided positive feedback on core functionality. While the number of system users and transactions were low in FY99, substantial performance improvements and favorable customer experiences are expected to accelerate use of the systems in the future.



For more detailed program information, visit our website at
<http://pub.fss.gsa.gov/services/gsa-smartpay>